

1992 INDEX

TO

Quality Progress

Subjects

Benchmarking

Using Competitive Benchmarking to Set Goals, H. Kevin Vaziri (Oct., p. 81)

Certification

The Quest for CMI Certification, Deborah A. Rayman (Aug., p. 101)

Communicating Quality

What Do the Words "Product" and "Service" Really Mean for Management?, M.H. Schwartz (June, p. 35)

Communication

Breaking Cultural Barriers, Audrey K. Charlton and Jerry D. Huey (Sept., p. 47)

Community Quality Improvement

Partnerships for Quality, Anthony J. Girifalco (Feb., p. 51)

Construction Quality Improvement

Quality in a Litigious Land, Armand C. Squadrilli (Jan., p. 31)

Culture and Quality

Integrating the Japanese and American Work Forces, Linda S. Dillon (May, p. 44)

Customer Satisfaction

Ineffective—That's the Problem With Customer Satisfaction Surveys, John A. Goodman, Scott M. Broetzmann, and Colin Adamson (May, p. 35)

Seven Steps to a Successful Customer Survey, Ron H. Cassell (July, p. 65)

Customer Satisfaction: How Good Is Good Enough?, Pete Babich (Dec., p. 65)

Directories

1992 QA/QC Software Directory, Tricia Kelly (March, p. 19)

1992 QA/QC Services Directory, Tricia Kelly (Aug., p. 22)

Education and Training

Students Aren't Learning Quality Principles in Business Schools, Christopher W.L. Hart and Paul E. Morrison (Jan., p. 25)

Producing Managers Right the First Time, Lawrence R. Dorsky (Feb., p. 37)

Are You Teaching Quality?, Suzanne Axland (May, p. 79)

Business Statistics Curricula Lack Quality, David M. Levine (July, p. 77)

Reading, Writing, and Quality Tools, Julie E. Horine (Oct., p. 33)

A Higher Degree of Quality, Suzanne Axland (Oct., p. 41)

The National Educational Quality Initiative, Frank Caplan (Oct., p. 63)

Congressional Forum on Quality Education, Suzanne Axland (Oct., p. 67)

Equipment Overview

Multimeters: The Test and Measurement Workhorses of the Workplace, Scott Wolfmeyer (Jan., p. 75)

Equipment Overview: Multimeters (Jan., p. 79)

Encoders Close the Loop in Modern Motion Control, Arthur Retberg (March, p. 105)

Equipment Overview: Encoders (March, p. 111)

Waveform Analyzers: Making an Educated Choice, Curt Quantz (May, p. 167)

Equipment Overview: Waveform Analyzers (May, p. 175)

Equipment Overview: Clean Rooms (July, p. 97)

Shedding Light on UV Test Equipment, Les Davis (Sept., p. 80)

Equipment Overview: Ultraviolet Test Equipment (Sept., p. 85)

The Evolution of Column Gauges, D. Wendell Alderman (Nov., p. 69)

Equipment Overview: Column Gauges (Nov., p. 73)

Health Care

Quality Progress Special Issue: Health Care, Brad Stratton (April, p. 19)

Can Quality Management Really Work in Health Care?, A. Blanton Godfrey, Donald M. Berwick, and Jane Roessner (April, p. 23)

Quantitative Quality Descriptors for an Open-Heart Program, Thomas E. Williams Jr., W.C. Benton Jr., William J. Fanning, Thomas D. Hankins, and Gerard S. Kakos (April, p. 29)

Curing What Ails U.S. Health Care, Craig A. Anderson (April, p. 35)

What Are Good Health Care Measurements?, Lorenz J. Finison (April, p. 41)

Strategic Leadership for Quality in Health Care, David M. Lawrence and John F. Early (April, p. 45)

Why Do Health Care Practitioners Resist Quality Management?, Paul E. Morrison and Janelle Heineke (April, p. 51)

Implementing TQM in Health Care Requires Adaptation and Innovation, Richard A. Mueller (April, p. 57)

Hospital Processes Can't Be Improved Until They Are Understood, Keith E. Jackson (April, p. 61)

A Crisis in Health Care, Robert A. Fried (April, p. 67)

Quality Begins and Ends With Data, Paul P. Fahey and Stephen Ryan (April, p. 75)

Implementing TQM in a Hospital, Laura L. Matherly and H. Alan Lasater (April, p. 81)

A Canadian Hospital Implements Continuous Quality Improvement, Sharyn Materna and Ken Rothe (April, p. 89)

Hurdles to Quality Health Care, K.N. Gopalakrishnan and Barry E. McIntyre (April, p. 93)

Quality Enhancement Projects Improve Health Care, Connie Claybaker and John James Picken (April, p. 103)

Improving Health Care's Suppliers, Loyd Eskildson and Gary R. Yates (April, p. 107)

International Quality

Aisin Envisions Its Path to Success, Shigeo Aiki (March, p. 83)

Can Quality Help the Troubled Russian Economy?, Karen Bernowski (March, p. 99)

Malcolm Baldrige National Quality Award

- Inside the Baldrige Award Guidelines, Karen Bernowski (June, p. 24)
- Inside the Baldrige Award Guidelines, Category 1: Leadership, Rhonda L. Sullivan (June, p. 25)
- Inside the Baldrige Award Guidelines, Category 2: Information and Analysis, Tracy Omdahl (July, p. 41)
- Inside the Baldrige Award Guidelines, Category 3: Strategic Quality Planning, Ingeborg A. Marquardt (Aug., p. 93)
- Inside the Baldrige Award Guidelines, Category 4: Human Resource Development and Management, Nicholas Leifeld (Sept., p. 51)
- Benchmarking the Baldrige Award, John L. Sunday and Larry Liberty (Sept., p. 75)
- Inside the Baldrige Award Guidelines, Category 5: Management of Process Quality, Maureen S. Heaphy (Oct., p. 74)
- Inside the Baldrige Award Guidelines, Category 6: Quality and Operational Results, Kenneth E. Case and James S. Bigelow (Nov., p. 47)
- Inside the Baldrige Award Guidelines, Category 7: Customer Focus and Satisfaction, Robert L. Desatnick (Dec., p. 69)

Management

- The Fine-Tuned Organization, Charles Hammons and Gary A. Maddux (Feb., p. 47)
- Quality Management in an Economic Downturn, William E. Conway (May, p. 27)
- The Customer-Focused Quality Leader, Joan Bragar (May, p. 51)
- Leading to Quality, Harry J. Levinson and Chuck DeHont (May, p. 55)
- Improving the Quality of Management Systems, A. Richard Shores (June, p. 53)
- Performance Appraisals and Deming: A Misunderstanding?, Jim M. Graber, Roger E. Breisch, and Walter E. Breisch (June, p. 59)
- Success and Failure: Two Sides of the Same Coin, C. Robert Nelms (Sept., p. 71)
- Understanding and Managing Authority Relationships, Betty-Jean Lamb and Mark Publow (Nov., p. 54)
- Mismatched Management Techniques, Ronald Starcher (Dec., p. 49)
- The Theory and Practice of Employee Recognition, Brooks Carder and James D. Clark (Dec., p. 25)
- TQM: Sustaining the Momentum, David W. Hutton (Dec., p. 45)
- Protectionism or Total Quality Management?, Michael J. Stahl (Dec., p. 41)

Military Quality Improvement

- Donning a New Hat, Karen Bernowski (July, p. 21)
- Quality in Flight, Karen Bernowski (July, p. 27)

National Quality Month

- Carrying on the P&G Tradition, Karen Bernowski (May, p. 21)
- National Quality Month (May, p. 75)
- The Quality Forum VIII (Aug., p. 107)
- Developing the Next Generation of Quality Leaders, Edwin Artzt (Oct., p. 25)
- Creating Canada's Future, David R. McCamus (Oct., p. 29)
- Looking Into the Crystal Ball, Tricia Kelly (Nov., p. 37)

Planning for Quality

- Reviewing Organizational Policies and Rules, Ben Carlson and Gipsie B. Ranney (Jan., p. 50)
- It's More Than Statistics, A. Donald Stratton (July, p. 71)

Process Control

- The Phases of Data Analysis, Michael J. Cleary and Craig M. Tickel (Feb., p. 57)

Process Improvement

- The Law of Producing Quality, George E. Wollner (Jan., p. 35)
- CIGNA Begins Its Quality Transformation, John Baran (Jan., p. 42)
- Value Through Quality, William J. Hill (May, p. 31)
- The Crawford Slip Method, Janet Fiero (May, p. 40)
- Putting Quality Back in the Barrel, G.M. Herrington (May, p. 63)

- Process Management Methodology Brings Uniformity to DBS, Edward J. Kane (June, p. 41)

- Improve Processes With the Quality Journal, Hana Tomasek (July, p. 49)

- The Advantages of Manufacturing Technology Planning, John W. Scharlacken (July, p. 57)

- These Foolish Things, David Hill (July, p. 73)

- Collaboration, Cooperation, and Celebration, David Severson (Sept., p. 63)

- Quality Improvement and Organizational Malaise, Howard L. Thurber (Sept., p. 67)

- How to Make TQM and CI Programs Work, James B. Rieley (Oct., p. 93)

- The Patience Bank, John Dowd and Wade Meyercord (Nov., p. 61)

- Cluster Analysis as a Quality Management Tool, Andrew W. Spisak (Dec., p. 33)

Quality Function Deployment

- Implementing Internal Quality Improvement With the House of Quality, K.N. Gopalakrishnan, Barry E. McIntyre, and James C. Sprague (Sept., p. 57)

Quality of Work Life

- Designing Quality Into Work Life, Wendy Scott Bertrand (June, p. 29)

Quality System Accreditation

- What is the Registrar Accreditation Board?, John H. Stratton (Jan., p. 67)

Self-Improvement

- The Pursuit of Quality Through Personal Change, Part 1, Harry I. Forsha (Jan., p. 57)

- The Pursuit of Quality Through Personal Change, Part 2, Harry I. Forsha (Feb., p. 61)

- The Pursuit of Quality Through Personal Change, Part 3, Harry I. Forsha (March, p. 89)

- The Pursuit of Quality Through Personal Change, Part 4, Harry I. Forsha (April, p. 111)

- The Pursuit of Quality Through Personal Change, Part 5, Harry I. Forsha (May, p. 67)

Service Quality

- Up in the Air About Quality, Timothy J. Kloppenborg and Kent N. Gourdin (Feb., p. 31)

- Beyond the Smile: Improving Service Quality at the Grass Roots, Ken Myers and Jim Buckman (Dec., p. 55)

Small-Business Quality

- Small in Size But Not in Stature, Karen Bernowski (Nov., p. 23)

- Small Wonders, Suzanne Axland (Nov., p. 29)

Special Reports

- Modern Problems, Tricia Kelly (Jan., p. 17)

- The Quality Glossary, Karen Bernowski (Feb., p. 18)

- The Quality Bookshelf: Vote Today (Feb., p. 80)

- A Bookshelf Worth Boasting About, Tricia Kelly and Suzanne Axland (June, p. 21)

- Consultant, Karen Bernowski and Tricia Kelly (July, p. 35)

- 1992 Quality Progress Salary Survey, Karen Bernowski (Sept., p. 23)

- The Presidential Candidates Talk Quality (Oct., p. 71)

- Quality as a Board Game, John Ryan (Nov., p. 41)

Standards

- Demystifying the ISO 9000/Q90 Series Standards, Dennis R. Arter (Nov., p. 65)

Statistics

- Statistics in Quality Engineering, Lynne B. Hare (June, p. 49)

Supplier Quality Assurance

- Scientifically Selecting Suppliers, Vera K. Pang (Feb., p. 43)

Teamwork

Building a Team, D. Keith Denton (Oct., p. 87)

Regular Features

Book Reviews

Books are listed alphabetically by title.

The Battle to Stay Competitive: Changing the Traditional Workplace—The Delco Moraine NHD Story, Charles R. Birkholz and Jim Villella (Sept., p. 127)

Cleanroom Design, W. Whyte, editor (April, p. 128)

Continuous Quality Improvement: A Manufacturing Professional's Guide, William Winchell (Nov., p. 99)

Cracking the Japanese Market: Strategies for Success in the New Global Economy, James C. Morgan and J. Jeffrey Morgan (July, p. 112)

Curing Health Care, Donald M. Berwick, A. Blanton Godfrey, and Jane Roessner (Sept., p. 128)

Delivering Quality Service: Balancing Customer Perceptions and Expectations, Valarie A. Zeithaml, A. Parasuraman, and Leonard L. Berry (Nov., p. 99)

Empowered Teams: Creating Self-Directed Work Groups That Improve Quality, Productivity, and Participation, Richard S. Wellins, William C. Byham, and Jeane N. Wilson (Aug., p. 151)

Ethics in Quality, August B. Mundel (June, p. 96)

Handbook of Tribology: Materials, Coatings, and Surface Treatments, Bharat Bhushan and B.K. Gupta (Oct., p. 149)

Harnessing Technology: The Management of Technology for the Nontechnologist, Stanley L. Robinson (June, p. 96)

Human Factors Design Handbook, Wesley E. Woodson, Barry Tillman, and Peggy Tillman (Dec., p. 145)

The Human Side of Just-in-Time: How to Make the Techniques Really Work, Charlene B. Adair-Heely (Dec., p. 145)

Improving Performance: How to Manage White Space on the Organizational Chart, Geary A. Rummler and Alan P. Bach (Feb., p. 102)

Improving Quality Through Planned Experimentation, Ronald D. Moen, Thomas W. Nolan, and Lloyd P. Provost (Jan., p. 95)

Introduction to Quality Control, Kaoru Ishikawa (March, p. 142)

Lila, Robert M. Pirsig (May, p. 208)

McGraw-Hill Encyclopedia of Science and Technology (Aug., p. 153)

The McGraw-Hill Handbook of Essential Engineering Information and Data, Ejup N. Ganic and Tyler G. Hicks (Feb., p. 102)

Practical Reliability Engineering, Patrick D.T. O'Connor (Nov., p. 103)

Quality Control of Packaging Materials in the Pharmaceutical Industry, Kenneth Harburn (April, p. 128)

Quality Improvement Through Standards, Barrie Dale and John Oakland (May, p. 208)

Quality Through People: A Blueprint for Proactive Total Quality Management, Jon Choppin (Oct., p. 145)

Systems Architecting: Creating and Building Complex Systems, Eberhardt Rechtin (March, p. 142)

Total Quality and Productivity Management in Health Care Organizations, Vincent K. Omachonu (July, p. 112)

Winning With Quality: The FPL Story, John J. Hudiburg (Jan., p. 95)

Executive Summary

Why you should care and what you should do about quality, Charles A. Aubrey II (May, p. 189)

Your request concerning hands-on leadership, M.H. Schwartz (July, p. 82)

How to lead our quality improvement effort, Robert Reid (Sept., p. 113)

Using the Malcolm Baldrige National Quality Award for improvement, Donald L. Nordeen (Nov., p. 96)

News

January

Harley-Davidson Spends \$80 Million on Quality (p. 13)

European Quality Award (p. 13)

Researchers Develop Electronic Ears (p. 13)

Survival of the Swiftest (p. 14)

Purchasers Say Quality Is No. 1 Concern (p. 14)

Consortium to Improve Polymer Processing Proposed (p. 15)

February

Group Helps the Environment and Improves Quality (p. 12)

Service Quality Is on the Rebound (p. 12)

Xerox's Teamwork '91 Is Forum for Improvement (p. 14)

Boards Should Be Involved in Health Care's Quality Efforts (p. 14)

Development of Hardness Standards Under Way (p. 16)

March

Some U.S. Workers Blame Management for Poor Productivity (p. 14)

Taiwan Firm Is Among '91 Deming Prize Winners (p. 14)

U.S. Firms Don't Recognize Role of Logistics Process (p. 14)

People Issues Count First in Flexible Manufacturing (p. 16)

1991 Training Budgets Dipped (p. 16)

April

Reimann Awarded Top Government Honor (p. 14)

Quality Programs Benefit Economy and Employment (p. 14)

ANSI, RAB Join Forces to Accredit Registrars (p. 14)

New Alliance's Goal: Improve Health Care Service Quality (p. 14)

Are the Japanese Better Innovators? (p. 16)

U.S. Officials Back Plan to Access Product Information (p. 16)

Computer Bulletin Board Aids Government QA Reps (p. 17)

Amplifications (p. 17)

May

Furon Takes a Quantum Leap (p. 15)

North Carolina Establishes Quality Foundation (p. 16)

Who Are Colleges' Customers? (p. 16)

Semiconductor Industry Decreases Defects (p. 16)

Boston's Government Embraces Quality Control (p. 18)

Benchmarking Is Not a Top Priority in Quality Programs (p. 18)

June

Quality Wasn't a Game to Parker Brothers (p. 16)

ASQC Reaches 100,000-Member Milestone (p. 16)

Grumman's GQ Makes Quality Fashionable (p. 16)

ISO 9000 Gains Momentum in Europe (p. 17)

International Benchmarking Clearinghouse Begins Operations (p. 17)

Five Win Federal Quality Award (p. 18)

The European Quality Award (p. 18)

Businesses and Schools Join Forces (p. 18)

Sony Tops List of World-Class Innovators (p. 19)

Chrysler Gets a Clear Look at Bonding (p. 19)

NIST Report Answers ISO 9000 Questions (p. 19)

July

TI's Information Repository Connects 63,000 Employees (p. 14)

Bush Presents National Medal to Juran for Life's Work (p. 14)

What is a Total Quality Leader? (p. 16)

Textile Industry Gets Boost From Universities (p. 16)

Navy Sets Sail on TQL Initiative (p. 18)

90 Companies Apply for Baldrige Award (p. 18)

Alliance Brings TQM to Health Care Provider (p. 18)

August

Customers Have the Ears of Keithley's Engineers (p. 14)

Quality Goes to Sea (p. 14)

School and Work Reform Go Together (p. 14)

The Complete International Quality Study Is Now Available (p. 16)

New York Recognizes Quality Excellence (p. 16)

Quality Event to be Held in St. Petersburg (p. 18)

Americans Perceive Disney as No. 1 Brand (p. 18)

Sales of Automakers' SPC Manual Soar (p. 19)

September

- IBM-Mexico Center Trains Employees and Clients (p. 15)
- AQC Attendees Rate Baldrige Award Influence (p. 15)
- Aerospace Contractor Uses Probes to Reduce Setup Time (p. 16)
- Supplier Program Reduces Cost of Poor Quality (p. 16)
- CIOs Are Uncomfortable Making Out-Sourcing Predictions (p. 18)
- Companies Implement Business Re-Engineering (p. 20)
- ISO 9000/GMP Audit Guide Targets Health Care (p. 20)

October

- Don't Cut Costs, Manage Them (p. 16)
- Protectionism Spurs Conflicting Views (p. 18)
- Army Uses TQM to Improve Teamwork (p. 20)
- GE Supply's Programs Provide Value-Added Services (p. 20)
- Georgia Tech Forms Standards and Quality Center (p. 22)
- New Journal Linking Business and Academia Set for 1993 (p. 23)

November

- Toto Hits Lucky Seven (p. 12)
- Delivering Quality to Retailers and Consumers (p. 14)
- 10 Steps to Positive Cash Flow (p. 16)
- Recession Has Not Affected Training Budgets (p. 18)
- Five Companies Win 1992 Baldrige Award (p. 20)

December

- For More Information (p. 15)
- Patients Are Satisfied With Hospital Care (p. 15)
- SDTs Are Tools for Success (p. 17)
- U.S. Manufacturers Still Rely on Inspection (p. 18)
- Initiative Targets Government Agencies (p. 18)
- Steel Mill Minimizes Downtime (p. 21)
- New Cars for Globe Employees (p. 22)
- Directory of Labs Is Available (p. 22)

One Good Idea

- The Socratic Method Produces Enlightened Employees, Donald Ponge (Jan., p. 104)
- Flowcharts Can Show Process Improvements in Action, Kris Rasmussen (Feb., p. 112)
- Maintaining Calibration Control With a Control Chart, Yves Van Nuland (March, p. 152)
- Quality Awards Raise Quality Awareness in the Classroom, Dale G. Sauer (April, p. 136)
- Measuring Progress in SPC Implementation, Ronald Baltz (May, p. 224)
- Trains, Planes, and Automobiles—and Meetings, Charles Cook (June, p. 104)
- Listening to the Behavior of Customers, Michael E. Smith (July, p. 120)
- Programs Perform Normal Curve Calculations, Anton B. Usowski (Aug., p. 160)
- Executive Calls: A Jump Start for Your Quality Program (Sept., p. 136)
- Choosing Appropriate Sample Subgroup Sizes for Control Charts, Lyle Dockendorf (Oct., p. 160)
- The Learn-Use-Train-Facilitate System, Forrest Kessler (Nov., p. 112)
- COPIS Focus, Dennis Sowards and Pat Temple (Dec., p. 160)

Statistics Corner

Columns are by Bert Gunter unless otherwise noted.

- Bootstrapping: How to Make Something From Almost Nothing and Get Statistically Valid Answers, Part 2: The Confidence Game (Feb., p. 83)
- Bootstrapping: How to Make Something From Almost Nothing and Get Statistically Valid Answers, Part 3: Examples and Enhancements (April, p. 119)
- Bootstrapping: How to Make Something From Almost Nothing and Get Statistically Valid Answers, Part 4: Bias-Corrected Intervals (June, p. 79)
- Using Computer Simulation in Quality Control, Julian Simon and Peter Bruce, guest columnists (Aug., p. 129)
- Fitting a Line to Data, Part 1: Why a Best-Fitting Line Might Not Be (Oct., p. 113)

Fitting a Line to Data, Part 2: Alternatives to Least Squares (Dec., p. 89)

Video Reviews

Videos are listed alphabetically by title.

- Control Chart Interpretation*, Creative Quality Solutions, Inc. (Aug., p. 151)
- The Deming of America*, Petty Consulting Productions (Feb., p. 105)
- Designing Industrial Experiments*, Scientific Computing Associates (Dec., p. 145)
- Excellence in the Public Sector*, Enterprise Media (April, p. 129)
- Improving Quality: A Primer for Healthcare*, Quality Care Concepts, Inc. (March, p. 143)
- ISO 9000: International Quality Standards*, International Quality Systems (Sept., p. 127)
- Juran on Quality Leadership*, Juran Institute, Inc. (May, p. 210)
- Quality Benchmarks for Executives*, Juran Institute, Inc. (June, p. 97)
- The Quality Journey*, QualiTech Communications (Jan., p. 96)
- Team of Champions*, Excellence in Training Corporation (Oct., p. 145)
- Total Quality Management: Ten Elements for Implementation*, GOAL/QPC (July, p. 112)

Authors

- Adamson, Colin (Customer Satisfaction)
- Aiki, Shigeo (International Quality)
- Alderman, D. Wendell (Equipment Overview)
- Anderson, Craig A. (Health Care)
- Arter, Dennis R. (Standards)
- Artzt, Edwin (National Quality Month)
- Axland, Suzanne (Education and Training, Small-Business Quality, Special Report)
- Babich, Pete (Customer Satisfaction)
- Baran, John (Process Improvement)
- Bemowski, Karen (International Quality, Malcolm Baldrige National Quality Award, Military Quality Improvement, National Quality Month, Small-Business Quality, Special Report)
- Benton Jr., W.C. (Health Care)
- Berwick, Donald M. (Health Care)
- Bigelow, James S. (Malcolm Baldrige National Quality Award)
- Bragar, Joan (Management)
- Breisch, Roger E. (Management)
- Breisch, Walter E. (Management)
- Breotzmann, Scott M. (Customer Satisfaction)
- Buckman, Jim (Service Quality)
- Caplan, Frank (Education and Training)
- Carder, Brooks (Management)
- Carlson, Ben (Planning for Quality)
- Case, Kenneth E. (Malcolm Baldrige National Quality Award)
- Cassell, Ron H. (Customer Satisfaction)
- Charlton, Audrey K. (Communication)
- Clark, James D. (Management)
- Claybaker, Connie (Health Care)
- Clearay, Michael J. (Process Control)
- Conway, William E. (Management)
- Davis, Les (Equipment Overview)
- DeHont, Chuck (Management)
- Denton, D. Keith (Teamwork)
- Desatnick, Robert L. (Malcolm Baldrige National Quality Award)
- Dillon, Linda S. (Culture and Quality)
- Dorsky, Lawrence R. (Education and Training)
- Dowd, John (Process Improvement)
- Early, John F. (Health Care)
- Eskildson, Loyd (Health Care)
- Fahey, Paul P. (Health Care)
- Fanning, William J. (Health Care)
- Fiero, Janet (Process Improvement)
- Finison, Lorenz J. (Health Care)
- Forsha, Harry I. (Self-Improvement)

Fried, Robert A. (Health Care)
Girfalco, Anthony J. (Community Quality Improvement)
Godfrey, A. Blanton (Health Care)
Goodman, John A. (Customer Satisfaction)
Gopalakrishnan, K.N. (Health Care, Quality Function Deployment)
Gourdin, Kent N. (Service Quality)
Graber, Jim M. (Management)
Hammons, Charles (Management)
Hankins, Thomas D. (Health Care)
Hare, Lynne B. (Statistics)
Hart, Christopher W.L. (Education and Training)
Heaphy, Maureen S. (Malcolm Baldrige National Quality Award)
Heineke, Janelle (Health Care)
Herrington, G.M. (Process Improvement)
Hill, David (Process Improvement)
Hill, William J. (Process Improvement)
Horine, Julie E. (Education and Training)
Huey, Jerry D. (Communication)
Hutton, David W. (Management)
Jackson, Keith E. (Health Care)
Kakos, Gerard S. (Health Care)
Kane, Edward J. (Process Improvement)
Kelly, Tricia (Directories, National Quality Month, Special Report)
Kloppenborg, Timothy J. (Service Quality)
Lamb, Betty-Jean (Management)
Lasater, H. Alan (Health Care)
Lawrence, David M. (Health Care)
Leifeld, Nicholas (Malcolm Baldrige National Quality Award)
Levine, David M. (Education and Training)
Levinson, Harry J. (Management)
Liberty, Larry (Malcolm Baldrige National Quality Award)
Maddux, Gary A. (Management)
Marquardt, Ingeborg A. (Malcolm Baldrige National Quality Award)
Materna, Sharyn (Health Care)
Matherly, Laura L. (Health Care)
McCamus, David R. (National Quality Month)
McIntyre, Barry E. (Health Care, Quality Function Deployment)
Meyercord, Wade (Process Improvement)
Morrison, Paul E. (Education and Training, Health Care)

Mueller, Richard A. (Health Care)
Myers, Ken (Service Quality)
Neils, C. Robert (Management)
Omdahl, Tracy (Malcolm Baldrige National Quality Award)
Pang, Vera K. (Supplier Quality Assurance)
Picken, John James (Health Care)
Publow, Mark (Management)
Quartz, Curt (Equipment Overview)
Ranney, Gipsie B. (Planning for Quality)
Rayman, Deborah A. (Certification)
Retberg, Arthur (Equipment Overview)
Riley, James B. (Process Improvement)
Roessner, Jane (Health Care)
Rothe, Ken (Health Care)
Ryan, John (Special Report)
Ryan, Stephen (Health Care)
Scharlacken, John W. (Process Improvement)
Schwartz, M.H. (Communicating Quality)
Scott Bertrand, Wendy (Quality of Work Life)
Severson, David (Process Improvement)
Shores, A. Richard (Management)
Spisak, Andrew W. (Process Improvement)
Sprague, James C. (Quality Function Deployment)
Squadrelli, Armanda C. (Construction Quality Improvement)
Stahl, Michael J. (Management)
Starcher, Ronald (Management)
Stratton, A. Donald (Planning for Quality)
Stratton, Brad (Health Care)
Stratton, John H. (Quality System Accreditation)
Sullivan, Rhonda L. (Malcolm Baldrige National Quality Award)
Sunday, John L. (Malcolm Baldrige National Quality Award)
Thurber, Howard L. (Process Improvement)
Tickei, Craig M. (Process Control)
Tomasek, Hana (Process Improvement)
Vaziri, H. Kevin (Benchmarking)
Williams Jr., Thomas E. (Health Care)
Wolffmeyer, Scott (Equipment Overview)
Wollner, George E. (Process Improvement)
Yates, Gary R. (Health Care)

V The Victoria Group Lead Auditor Course is registered by the Governing Board of the UK National Registration Scheme.

THE VICTORIA GROUP

For more information on The Victoria Group or to receive the 1993 ISO 9000 Training Programs Catalog, call: **(703)250-4990**

Implementing ISO 9000 Documentation Internal Auditor Lead Auditor

ISO 9000-3: Applying ISO 9001 to Software Design

Quality Systems Training

England • Scotland • United States

Circle #108

• Management • Education • Training • Consultancy